



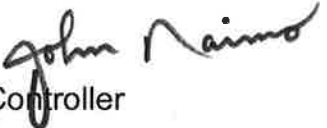
JOHN NAIMO
ACTING AUDITOR-CONTROLLER

COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

KENNETH HAHN HALL OF ADMINISTRATION
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LOS ANGELES, CALIFORNIA 90012-3873
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September 30, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: John Naimo 
Acting Auditor-Controller

SUBJECT: **SODEXO AMERICA, LLC – A DEPARTMENT OF HEALTH SERVICES
HOUSEKEEPING SERVICES CONTRACT SERVICE PROVIDER –
CONTRACT COMPLIANCE REVIEW**

At the request of the Department of Health Services (DHS or Department), we completed a review of Sodexo America, LLC (Sodexo or Contractor), a DHS Housekeeping Services contract service provider. DHS requested our review because their contract monitors noted problems with cleanliness at some facilities and worked with Sodexo to address the problems in their Quality Control Plan (QCP). However, due to recurring problems, DHS requested that we perform an independent review of multiple DHS facilities in order to identify reasons for the intermittent problems, and to evaluate Sodexo's compliance with their County contract. Our review included walk-throughs of DHS facilities, interviews of DHS and Sodexo employees, and a review of personnel files and other applicable documents.

Sodexo provides housekeeping services for Olive View-UCLA Medical Center (Olive View), Harbor-UCLA Medical Center (Harbor), and eight County health centers located in the Second, Third, Fourth, and Fifth Supervisorial Districts. DHS paid Sodexo a total of \$4.9 million on a fixed-fee basis from December 2013 through April 2014.

Results of Review

Sodexo did not always provide the housekeeping services as required by their contract. At two of the four facilities reviewed, the level of non-compliance impacted the sanitary

conditions at the facilities and subjected DHS to potential citations and fines from health care accreditation and licensing organizations. For example, we noted:

- Olive View's Emergency Room exam rooms had dust buildup on the floors, light fixtures, and patient care equipment, several hand sanitizers throughout the facility were not functional or were empty, and Sodexo staff did not empty trash bins as required. In addition, the parking areas had an excessive amount of trash on the ground and trash bins were overflowing.

Sodexo's attached response indicates the steps they implemented to ensure the sanitary conditions at the facilities are in compliance with their County contract. However, the steps listed do not specifically indicate how Sodexo will prevent the deficiencies from recurring. Sodexo needs to submit a revised corrective action plan to DHS for review and approval.

- Sodexo staff left carts containing biohazardous waste unattended and unlocked. In addition, we noted four instances where Sodexo staff did not notify their manager when the equipment used to sterilize biohazardous waste failed to reach the required temperature, and Sodexo did not document whether they re-sterilized the biohazardous waste.

Sodexo's response indicates that they retrained their staff and will increase monitoring to ensure compliance with biohazardous waste storage requirements.

- Harbor's Intensive Care Unit (ICU) had dust buildup on patient care and office equipment, and ICU trash cans were full. DHS staff indicated that these were recurring issues, and that ICU staff would sometimes need to remove trash and replace bed sheets due to a lack of housekeeping staff.

Sodexo's response indicates that they reorganized and added staffing, and increased monitoring.

Sodexo's staffing levels at Olive View and Harbor for December 2013 through February 2014 were approximately 13% and 9%, respectively, less than the staffing levels noted in their County contract. The lower staffing levels were generally due to vacancies, holidays, and staff taking sick, vacation, and medical leave. Their County contract does not require Sodexo to backfill these employees or to maintain minimum staffing levels. Sodexo's inability to maintain full staffing levels may have contributed to their inability to appropriately clean Olive View and Harbor. In addition, since the contract does not require Sodexo to maintain minimum staffing levels, DHS cannot recover an estimated \$266,158 in staffing costs that Sodexo billed DHS based on full staffing.

Sodexo's response indicates that they believe they provided adequate staffing. However, they acknowledge that there were periods of staffing shortages and that they have added staff to use in the event of absences.

Sodexo also did not comply with other County contract requirements. Specifically, we noted Sodexo:

- Did not implement an effective Quality Control Plan (QCP or Plan) as required. Sodexo staff should have detected and corrected the significant ongoing issues we noted during our walk-throughs. In addition, Sodexo staff did not maintain a listing of complaints received or provide monthly reports to DHS that included a clear description of problems noted during the month, and the time when the problems were identified and corrected.

Sodexo's response indicates that they have submitted a revised comprehensive QCP to DHS for review. However, DHS' attached response indicates that the revised QCP is inadequate and that they will work with Sodexo to obtain a revised Plan.

- Did not always complete annual health screenings or DHS facility training for staff, and maintain employment eligibility records for all employees as required.

Sodexo's response indicates that they improved their procedures for tracking their compliance with health screening and training requirements. However, Sodexo did not indicate corrective action for not maintaining employee employment eligibility records. DHS indicated that they will work with Sodexo to ensure our recommendation is implemented.

Due to the issues noted in our review and potential impact to DHS, the Department indicated that they plan to pursue contractual remedies including, assessing performance deductions in accordance with the terms of the contract, and if appropriate, placing Sodexo in the County's Contractor Alert Reporting Database.

In addition, we recommend that DHS work with County Counsel to amend their housekeeping services contracts to require contractors to maintain minimum staffing levels and allow DHS to recover costs when staffing levels fall below the minimum.

Details of our review, along with recommendations for corrective action, are attached.

Review of Report

We discussed our report with Sodexo and DHS on July 16, 2014. Sodexo's attached response (Attachment II) indicates general agreement with our findings and recommendations except for the finding relating to inadequate staffing levels. Sodexo

states in their response that they provided adequate staffing. However, they acknowledge that there were periods of staffing shortages and that they have added staff to use in the event of absences. In addition, Sodexo's response did not always adequately indicate a corrective action plan for our recommendations. Due to the size of Sodexo's response, their individual attachments are not enclosed, but are available upon request.

In Attachment III, DHS management indicates that they will work with Sodexo to obtain a revised corrective action plan and QCP. The Department also indicates that they will work with County Counsel to amend the contract and establish a requirement for the Contractor to maintain minimum staffing levels.

We thank DHS and Sodexo management and staff for their cooperation and assistance during our review. Please call me if you have any questions, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:DC:AA:js

Attachments

c: William T Fujioka, Chief Executive Officer
Mitchell H. Katz, M.D., Director, Department of Health Services
Richard D. Weiss, Acting County Counsel
Jeff Paulson, President, West Division Operations, Sodexo America, LLC
Public Information Office
Audit Committee

**SODEXO AMERICA, LLC
HOUSEKEEPING SERVICES
CONTRACT COMPLIANCE REVIEW
DECEMBER 2013 THROUGH APRIL 2014**

BILLED SERVICES

Objective

Determine whether Sodexo America, LLC (Sodexo or Contractor) provided the services required by their County contract.

Verification

During March and April 2014, we conducted walk-throughs for four of the ten Department of Health Services (DHS or Department) facilities covered by the housekeeping services contract. We also interviewed DHS and Sodexo staff, and reviewed their County contract and other supporting documentation.

Results

Sodexo did not provide the housekeeping services as required by their contracts. At two of the four facilities reviewed, the level of non-compliance impacted the sanitary conditions of the facilities and subjected DHS to potential citations and fines from health care accreditation and licensing organizations. Specifically, we noted:

- Olive View-UCLA Medical Center's (Olive View) Emergency Room exam rooms had dust buildup on the floors, light fixtures, and patient care equipment, several hand sanitizers throughout the facility were not functional or were empty, and Sodexo staff did not empty trash bins as required. In addition, the parking areas had an excessive amount of trash on the ground and trash bins were overflowing.
- Sodexo staff left carts containing biohazardous waste unattended and unlocked. In addition, we noted four instances where Sodexo staff did not notify their manager when the equipment used to sterilize biohazardous waste failed to reach the required temperature, and Sodexo did not document whether they re-sterilized the biohazardous waste.
- Harbor-UCLA Medical Center's (Harbor) Intensive Care Unit (ICU) had dust buildup on patient care and office equipment, and ICU trash cans were full. DHS staff indicated that these were recurring issues, and that ICU staff would sometimes need to remove trash and replace bed sheets due to a lack of housekeeping staff.
- Sodexo did not clean a room that is used to prepare intravenous fluids at Harbor on a daily basis as required. We also noted a strong odor in Harbor's psychiatric emergency room that DHS staff indicated was an ongoing problem.

- Mid-Valley Comprehensive Health Center (Mid-Valley) and San Fernando Health Center (San Fernando) had several areas where walls and partitions were not kept clean, and staff areas and exam rooms had dust buildup. Sodexo did not vacuum, brush, or dust the ceilings at San Fernando as required, and we noted excessive dust, dirty floors, and trash that was not removed from Mid-Valley's Mammography Mobile Clinic.

According to DHS, the issues noted during our review can result in the facilities receiving citations for not meeting The Joint Commission's infection control standards, and jeopardize Olive View and Harbor's accreditation. In addition, the issues noted can subject the Department to citations, fines, and license restrictions or revocation from the California Department of Public Health.

Sodexo management needs to ensure housekeeping services are provided in accordance with their County contract. Sodexo management also needs to provide a corrective action plan to DHS that identifies the steps that Sodexo will take to correct the non-compliance issues noted during our review.

Recommendations

Sodexo America management:

1. **Ensure services are provided in accordance with their County contract.**
2. **Provide a corrective action plan to the Department of Health Services that identifies the steps they plan to take to correct the non-compliance issues noted during our review.**

STAFFING LEVELS

Objective

Determine whether Sodexo maintained the appropriate staffing levels to ensure services were provided in accordance with their County contract.

Verification

We interviewed DHS and Sodexo staff, and compared the actual housekeeping staffing levels for December 2013 through February 2014 with the recommended staffing levels indicated in their County contract's Statement of Work (SOW).

Results

Sodexo maintained the required staffing levels at San Fernando and Mid-Valley for the period reviewed. However, Sodexo did not provide a sufficient number of staff to appropriately clean Olive View and Harbor. The number of Sodexo staff that worked at

Olive View and Harbor was approximately 13% less and 9% less, respectively than the number of staff Sodexo indicated they needed to appropriately clean the facilities. Details of the average staffing levels Sodexo provided are indicated below:

Average Staffing Levels - December 2013 to February 2014

Facility	Staff - 1st Shift			Staff - 2nd Shift			Staff - 3rd Shift			Overall % Under-staffed
	Contract SOW	Actual	% Under-staffed	Contract SOW	Actual	% Under-staffed	Contract SOW	Actual	% Under-staffed	
Olive View	74.0	65.4	11.6%	41.0	39.3	4.0%	22.0	14.7	33.2%	12.8%
Harbor	74.4	62.3	16.3%	33.0	34.3	(3.9%)	25.0	23.7	5.4%	9.2%

Sodexo's variance from the staffing levels indicated in the contract's SOW were generally due to vacancies, holidays, and staff taking sick, vacation, and medical leave. Their County contract does not require Sodexo to backfill these employees or to maintain a minimum staffing level. As a result, DHS cannot recover an estimated \$266,158 (\$155,328 for Olive View and \$110,830 for Harbor) in costs that Sodexo billed during the three months we reviewed where we noted that Sodexo did not provide enough staff to sufficiently clean the facilities.

Sodexo needs to maintain sufficient staffing levels to ensure services are provide in accordance with their County contract. In addition, DHS should work with County Counsel to amend their housekeeping services contracts and establish a requirement for contractors to maintain minimum staffing levels.

Recommendations

3. **Sodexo America management maintain sufficient staffing levels to ensure services are provided in accordance with their County contract.**
4. **Department of Health Services management work with County Counsel to amend the contract and establish a requirement for the contractor to maintain minimum staffing levels.**

QUALITY CONTROL

Objective

Determine whether Sodexo maintained a comprehensive Quality Control Plan (QCP or Plan), and used the QCP to ensure that they provided the required services.

Verification

We interviewed Sodexo personnel, and reviewed their policies and procedures, QCP, and other applicable documents.

Results

Sodexo did not maintain an effective QCP as required by their County contract. The Plan did not include policies for Sodexo staff to maintain a detailed complaint log and to respond to each complaint within two hours of notification as required. In addition, Sodexo's staff did not:

- Monitor to ensure the contract requirements were met. As discussed previously, we noted a number of significant issues during our walk-throughs that appear to be ongoing and that Sodexo staff should have detected and corrected.
- Provide the County with monthly monitoring reports that included a clear description of problems noted, and the time when the problems were identified and corrected.

Sodexo needs to develop a comprehensive QCP as required by their County contract, submit the QCP to DHS for review, and ensure staff comply with the Plan.

Recommendation

5. **Sodexo America management develop a comprehensive Quality Control Plan as required by their County contract, submit the Plan to the Department of Health Services for review, and ensure staff comply with the Plan.**

PERSONNEL**Objective**

Determine whether Sodexo complied with personnel contract requirements, and maintained personnel files as required.

Verification

We reviewed personnel files and other documentation for 37 Sodexo staff. In addition, we interviewed 25 Sodexo staff.

Results

Sodexo did not always comply with the contract's personnel requirements. Specifically, Sodexo:

- Did not ensure that their employees completed an annual health screening. We noted one instance where an employee continued working for two months after their health screening expired. Sodexo management indicated that they rely on DHS to notify them of Sodexo staff that need the annual health screening. The employee subsequently completed the health screening.

- Did not fully comply with DHS facility training requirements for five (14%) of the 37 employees reviewed. The employees had not attended one or more required training courses (e.g., orientation, sexual harassment training, diversity training, etc.).
- Did not maintain their employees' employment eligibility records in their personnel files.

Sodexo needs to ensure all staff complete an annual health screening and obtain the required training. Sodexo also needs to maintain documentation to support employment eligibility for all employees.

Recommendations

Sodexo America management:

- 6. Ensure all staff complete an annual health screening.**
- 7. Ensure compliance with the Department of Health Services facility training requirements.**
- 8. Maintain documentation to support employment eligibility for all employees.**



August 18, 2014

VIA eMail

Jeffrey Ho
Kenneth Hahn Hall of Administration
500 West Temple Street, Room 525
Los Angeles, California 90012-3873

**Re: SODEXO AMERICA, LLC-A DEPARTMENT OF HEALTH SERVICES HOUSEKEEPING SERVICES
CONTRACT SERVICE PROVIDER-CONTRACT COMPLIANCE REVIEW #77855**

Thank you for providing a copy of the Department of Health Service audit. Attached you will find our revised corrective action plan addressing items #1, #2, #7 and #8 per your response email to Sodexo on Monday August 11, 2014.

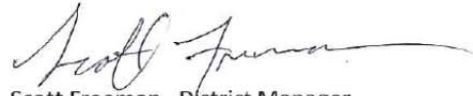
Please let us know if we need to have further discussion, or if there is any additional information Sodexo should provide.

We value your business and look forward to our continued partnership.

Regards,



Carol Alesso , Regional Vice President
Sodexo HealthCare



Scott Freeman , District Manager
Sodexo HealthCare

Cc: Kathy Hanks, LAC Director of Contracts and Grants Division
Jason Stempinski, LAC
Monica Garza, LAC
Tobi Moree, LAC
Eileen Kennedy, Sodexo
Stephen Linhart, Sodexo

Enclosure



Results of Review

	FACILITY	RESULTS OF REVIEW	CONTRACTUAL RESPONSE (IDENTIFICATION OF ROOT CAUSE & CORRECTIVE ACTION PLAN)
1	Olive View	ER exam rooms had dust build up on the floors, light fixtures and patient care equipment, several hand sanitizers throughout the facility were not functional or were empty and Sodexo staff did not empty trash bins as required.	Root Cause : Environmental Services management did not provide consistent oversight of proper cleaning procedures. Lack of communication between hospital ER staff and environmental services staff contributed to cleaning inconsistencies in patients being placed in ER exam rooms. Corrective Action Plan : In addition to following contractual obligations in the ER, the following actions were taken effective December 15, 2013: 1.) Established a set schedule for daily corridor auto-scrubbing between the hours of 6am-8am. 2.) Allocated 8 hours additional project labor every Thursday to scrub and burnish ER exam rooms. 3.) Implemented one formal round with ER manager/designee and Sodexo manager, and added five Quality Assurance inspections per week. 4.) Added hand sanitizer check list to daily pattern of management. 5.) Added trash receptacle checks to daily pattern of management effective February 02, 2014. Although we implemented action in December 2013, we understand auditors found discrepancies in March 2014. We have reassessed our original plan and made the following adjustments: 1.) Effective June 23, 2014, Sodexo initiated a volunteer program for hand sanitizer policing and refilling. 2.) Networked with ER leadership RE: on trash bin location/type analysis, changes implemented. 3.) Patterns of Management and accountability observations were adjusted and reinforced to better monitor for quality of services provided.
2	Olive View	Parking Areas had an excessive amount of trash on the ground and trash bins were overflowing.	Root Cause : Pick-up schedule not consistent with facility needs. Corrective Action Plan : 1.) Golf cart purchased on August 3, 2013, to increase productivity of assigned staff. 2.) Adjusted exterior parking lot roundings. 3.) Toured campus with landscape and parking lot vendors and worked side by side with Olive View Facilities Department assessing performance and implementing improvements. 4.) Assessed the size of commercial bins on campus with Waste Management and made adjustments to the size and frequency of pick-ups effective March 2014. Based on AC observations the following service adjustments were made: 1.) Will continue to monitor all commercial bins and make necessary adjustments to locations, quantities, and/or size as needed. 2.) Patterns of Management and accountability observations were adjusted and reinforced to better monitor for quality of services provided.
3	Olive View	Sodexo left carts containing biohazards waste unattended and unlocked.	Root Cause : Although dock area is under 24-hour video surveillance, environmental services employee failed to follow the complete Biohazardous process. Corrective Action Plan: 1.) Re-trained all assigned staff to bio-waste storage processes effective March 2014. 2.) Had locks on carts repaired and checked for functionality. 3.) Added bio-cart compliance to daily pattern of management (See Attachment A). 4.) Issued disciplinary action to appropriate environmental services employee who failed to follow procedure (See Attachment B).
4	Olive View	We noted four instances where Sodexo staff did not notify their manager when the equipment used to sterilize biohazards waste failed to reach the required temperature and Sodexo did not document whether they re-sterilize the Biohazardous waste.	Root Cause : Inconsistent communication between Sodexo staff and Hospital's Facility's Staff. Corrective Action Plan : 1.) Collaborated with facilities on frequency of checks and notification process, effective October 15, 2013. 2.) Mark Costello discovered temperature compliance was achieved; registering needle was bent resulting in inaccurate readings. 3.) Re-trained applicable staff on notification/paper removal process.
5	Harbor	Harbor's Intensive Care Unit (ICU) had dust buildup on patient care and office equipment, ICU trash cans were full. DHS staff indicated that these were recurring issues, and that ICU staff would sometimes need to remove trash and replace bed sheets due to a lack of housekeeping staff.	Root Cause: Staffing was not properly allocated to shift in volumes within the ICU. Corrective Action Plan : 1.) Reorganized EVS department to ensure ICU's have proper coverage 7 days/week. 2.) Worked with SEIU to implement new schedules and assignments. 3.) Added 2 FTE's to 3W ICU to eliminate overflowing of trash cans. 4.) EVS staff is held accountable for cleanliness of the area using formal counseling. 5.) Increased management rounds and inspections to ensure all 3 shifts are maintaining the area accordingly.

6	Olive View and Harbor	Did not provide a sufficient number of staff to appropriately clean Olive View during the three months we reviewed. Specifically, the number of staff that worked at Olive View was approximately 13% less than the number of staff Sodexo indicated they needed to appropriately clean the facility. The number of Sodexo staff that worked at Harbor was approximately 9% less than the number of staff Sodexo needed.	<p>Root Cause: There needs to be a mutual clarification of the term "sufficient number of staff." Sodexo maintained adequate staffing numbers in accordance with our experience in similar hospitals throughout the US; this is further verified via the attached bench marking data sheet. According to bench marking data, the staffing levels at both Harbor and Olive View are significantly higher than over 75% of the hospital database.</p> <p>Corrective Action Plan: Sodexo maintains that we have sufficient and adequate staffing to ensure services are provided in accordance with the county contract. Note that there were times when we had staff shortages on schedules due to staff turnover (including holding employees accountable to a higher standard than in the past), and due to length of time to onboard a new employee with the various county background and health checks. We have added per diem staff to both facilities to assure that we have employees "in the ready" for any staff turnover, sick calls, etc. (See Attachment C)</p>
7	Olive View and Harbor	Did not implement an effective Quality Control Plan (QCP) as required. Specifically, Sodexo did not ensure contract requirements were met. Sodexo staff should have detected and corrected the significant ongoing issues we noted during our walk-throughs. In addition, Sodexo staff did not maintain a listing of complaints received or provide monthly reports to DHS that included a clear description of problems noted during the month, and the time when the problems were identified and corrected.	<p>Root Cause: Although Sodexo implemented and was utilizing its Sodexo TRAKKAR program, all facets of the Quality Control Plan were not adhered to. Sodexo will specifically address the complaint log and failure to document corrective action taken when discrepancies were noted.</p> <p>Corrective Action Plan: A comprehensive QCP plan has been updated and as required by the County, it will be submitted to the Facility Project Monitor and Facility Project Manager. Effective July 30, 2014, Sodexo will maintain a written log of all complaints as outlined in Exhibit A-1 3.3 of the Master Agreement. Sodexo understands that the log of complaint must include date and time and the action taken or reason for inaction. Additionally, Sodexo will record all inspections via TRAKKAR and will utilize the Fault Report in TRAKKAR to be compliant with Exhibit A-1 3.2 of the Master Agreement. The Fault Report contains the date/time of the problem, description of problem, and time elapsed between identification and completion of corrective action. Furthermore, Sodexo will continue to provide a monthly report which will include the Fault Report and a summary of all inspections. (See Attachment D and updated Quality Control Plan Policy, Attachment D-1)</p>
8	Olive View and Harbor	Did not comply with the contracts personnel requirements. Specifically, not all staff completed annual health screenings or DHS facility training and Sodexo did not maintain employee eligibility records as required.	<p>Root Cause: Sodexo did not have a comprehensive tracking mechanism to ensure 100% compliance.</p> <p>Corrective Action Plan: Further developed spreadsheet to track compliance with dates that screenings and trainings were conducted. This spreadsheet will maintain documentation that will support employment eligibility. Sodexo will communicate to DHS employee health screening to ensure compliance. The subsequent steps will be followed to ensure 100% compliance for county personnel file: 1.) Sodexo management will review 30 days in advance for pending employee health screening clearance expiration dates 2.) Once identified, the employee will be sent to a designated Occupational Health Center, 3.) Occupational Health Center will provide completed E-2 to Sodexo 4.) Sodexo will forward E-2 to hospital employee health for review. 5.) Hospital Employee Health Services will provide Sodexo final health certification clearance for employment renewal. 6.) Sodexo will annotate date of completion. 7.) Sodexo has updated the spreadsheet to reflect due dates of annual health screening and other required DHS documents. This task will be completed by September 15, 2014. (See revised Attachment E)</p>
9	Harbor	Sodexo did not clean a room on a daily basis as required that is used to prepare intravenous fluids at Harbor.	<p>Root Cause: Pharmacy rooms are cleaned daily, however the frequency log was not kept up to date.</p> <p>Corrective Action Plan: Environmental Services staff and management, worked together with Hae Roh from pharmacy, to provide training to employees assigned to the pharmacy. Log was revised; Environmental Services staff understands they are required to sign off daily as of April 2014. (See Attachment F and G)</p>
10	Harbor	We also noted a strong odor in Harbor's Psychiatric Emergency Room that DHS staff indicated was an ongoing problem.	<p>Root Cause: Due to the uniqueness of the psych ED patient unit, bodily fluids and excrements residue are apparent in the unit. The unit has poor ventilation, which contributes to the odor.</p> <p>Corrective Action Plan: 1.) Implemented "room a shift" detail cleaning, working directly with nursing to provide EVS one room per shift to detail clean walls, ceiling, floor, and bed. 2.) Created a log to keep track of detail cleaning. 3.) EVS management rounding, reviewing cleaning log, and performing inspections to ensure the rooms are kept clean to eliminate odor and to provide a cleaner environment for patients and staff. **Since January 2013, two EVS employees have been attacked by psych ED patients and sustained injuries. Hospital administration has recognized safety issues in psych ED and has reported incident to LAC Sheriff. Panic buttons have been distributed to employees working within the psych ED, thus making employees comfortable again.</p>

11	Mid-Valley/San Fernando Health Center	Mid-Valley Comprehensive Health Center and San Fernando Health Center had several areas where walls and partitions were not kept clean, and staff areas and exam rooms had dust build up. Sodexo did not vacuum, brush, or dust the ceilings at San Fernando as required, and we noted excessive dust, dirty floors, and trash that was not removed from Mid Valley's Mammography Mobile Clinics.	<p><i>Root Cause</i> : Did not meet client's expectations 100% of the time.</p> <p><i>Corrective Action Plan</i>: 1.) Effective March 2014, Sodexo manager is required to round for cleanliness and compliance weekly. 2.) Added Sodexo employee security log at Mid-Valley for after hour shifts. 3.) Issued disciplinary action to employees not meeting expectations. 4.) Re-trained staff on high dusting, wall washing, & ceiling cleaning. 5.) Implemented a formal monthly rounding to include Clinic Leadership and Sodexo Management. Monthly formal rounds conducted w/ clinic & Sodexo management. **Note: While performing high dusting training, the ceiling tile collapsed, landing on the employee. Sodexo is working with onsite facilities department to correct and mitigate any further issues.</p>
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August 19, 2014

Los Angeles County
Board of Supervisors

Gloria Molina
First District

Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Mitchell H. Katz, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Medical Officer

Christina R. Ghaly, M.D.
Deputy Director, Strategic Planning

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www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



www.dhs.lacounty.gov

To: John Naimo
Acting Auditor-Controller

From: Mitchell H. Katz, M.D.
Director

Subject: SODEXO AMERICA, LLC- A DEPARTMENT OF
HEALTH SERVICES HOUSEKEEPING SERVICES
CONTRACT SERVICE PROVIDER – CONTRACT
COMPLIANCE REVIEW

This is in response to the Auditor-Controller's contract compliance review of the Department of Health Services (DHS) housekeeping services contract service provider Sodexo America, LLC (Sodexo). This review was specifically requested by DHS since it is a significant contract that impacts direct patient care.

DHS concurs with the eight recommendations in the Auditor-Controller's report. The first seven recommendations require corrective actions by Sodexo. As indicated in the Auditor-Controller's report, Sodexo's response to the recommendations did not always adequately indicate a corrective action plan for the recommendations. In addition, Sodexo submitted a revised Quality Control Plan (QCP) for DHS approval that remains inadequate. DHS will work with Sodexo to obtain a revised corrective action plan and a QCP that appropriately addresses the recommendations with specific actions taken to prevent deficiencies from recurring.

Due to the significant contractor non-compliance and potential impact to DHS, we are pursuing contractual remedies for non-compliance with contract requirements including, but not limited to, assessing performance deductions in accordance with the terms of the contract, and if appropriate, placement of Sodexo in the County's Contractor Alert Reporting Database.

Additionally, DHS will initiate corrective action to address the following recommendation.

Recommendation #4

Department of Health Services management work with County Counsel to amend the contract and establish a requirement for the contractor to maintain minimum staffing levels.

Thank you for conducting this contract compliance review. If you have any questions or require additional information, please contact me or Kathy Hanks, Director, Contracts and Grants at (213) 240-7819.

MHK:CG:kh

c: Christina Ghaly
Anish Mahajan